

TERRY L. STEWART - DIRECTOR

DECEMBER 1999

First-Ever Arizona Corrections Telemedicine Conference



Inmate Health Services employees Brenda Young and Alison Banks-Conyers pictured in front of the Division's booth.

The Arizona Department of Corrections and the Arizona Telemedicine Program at the University of Arizona College of Medicine presented the first-ever Arizona Corrections Telemedicine Conference in November at the Hyatt Regency Hotel in Phoenix.

According to Dr. Ronald S. Weinstein, Director of the Arizona Telemedicine Program, the meeting focused on how to deliver quality health care through telecommunications. "The Arizona Corrections Telemedicine Conference provided professionals with up-to-theminute information on the rapidly evolving field of telemedicine, and the benefits telemedicine offers corrections departments, prison personnel, and inmates," Dr. Weinstein said.

"This conference offered a unique opportunity for health and administrative professionals to witness first hand both the currently acceptable practices and the future applications of telemedicine in correctional environments, jails, and prisons. It's an emerging market whose

limits are as vast as one's imagination," according to Dr. **Thomas Lutz**, the Department's Deputy Director of Inmate Health Services.

The First Annual Telemedicine Conference attracted attendees from 27 different states. Corrections Director **Terry L. Stewart** welcomed hundreds of correctional health administrators, wardens, correctional health care personnel, legislators and other elected officials to the conference.

This first conference evolved from the growing interests and combined efforts of a local statewide consortium. The national award winning Arizona Telemedicine Program operates a multi-site inmate services telemedicine network with services to rural communities throughout the state. The first Correctional Telemedicine Conference was launched, due to the vision, leadership, and direction of members within this program.

The conference provided both introductory and advanced training on state of the art telemedicine equipment, and the benefits of telemedicine for inmates, prison personnel, and corrections departments. Attendees enjoyed a hands on opportunity to learn how to better serve their communities and prison populations through quality health care, and improved learning and communications.

Participants experienced a first hand look at acceptable practices and future applications of telemedicine. Keynote speaker Kenneth Moritsugu MD, Deputy Surgeon General of the U.S., addressed personal lifestyle choices which directly impact many major disease states. As we

grow in technological innovation, agencies and communities are exposed to ideas and opportunities for practical application. It is equally important that individuals make healthy, informed choices which can empower them towards personal wellness.

In addition to Arizona Department of Corrections, the state prison systems of Texas, Ohio, and Virginia were featured. Each was presented in separate workshops, contributing valuable insights to planning, design and costs.



Dr. Thomas Lutz listens intently to a Telemedicine Conference participant.

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DIRECTOR'S

I would like to begin by thanking all of the employees of the Arizona Department of Corrections for a job well done. Your efforts are exemplified in all the recognition that has been bestowed upon us -- either as individuals or as a Department.

1999 was a milestone year in many ways:

- Last January, President Bill Clinton announced significant legislation to help break the cycle of crime and drugs. I was in Washington, D.C. to represent the Department by receiving a \$423,201 grant from the Office of National Drug Control Policy.
- On April 24, the approved pay plan for Correctional Officers went into effect. Countless Arizona Department of Corrections employees contributed to the process including many who took the time to write meaningful letters to the Legislature.
- Representatives of the Arizona Department of Corrections and the Phoenix District Office, Immigration and Naturalization Service (INS) traveled to Washington, D.C. to accept the "Just Works" award. By ADC receiving the Just Works Award, marks the first time a state agency has been recognized by the U.S. Department of Justice.
- For many years the Arizona Department of Corrections has been an active supporter of the Law Enforcement Torch Run but 1999 proved to be an exceptional year. The Department

PERSPECTIVE

by Terry L. Stewart

raised more than \$115,000 making it the top law enforcement fund-raising agency.

- Arizona Department of Corrections employee Nicholas Marquez, of ASPC-Florence, was recognized for his volunteer deeds in the town of Florence by KPNX Channel 12's "12 Who Care" community service award.
- In response to gang-related death threats targeting me a team of special investigators was created. The team works with other law enforcement agencies to protect employees with serious safety concerns or those who have been threatened.
- ASPC-Perryville, Phoenix and Winslow became the first three ADC prison complexes to be accredited by the National Commission on Correctional Health Care (NCCHC). This prestigious achievement demonstrates the facilities' compliance to national health care standards, and consistent delivery of quality health care
- The Arizona Department of Corrections and the Arizona Telemedicine Program at the University of Arizona College of Medicine presented the first-ever Arizona Corrections Telemedicine Conference.
- The Arizona Department of Corrections raised more than \$340,000 during the State Employees Charitable Campaign (SECC). The annual SECC is an organized mechanism that enables employees to donate money to one or

On December



- 13, the CRIPA lawsuit filed by the United States Department of Justice (DOJ) against the Department was dismissed. DOJ had erroneously alleged that ADC was deliberately indifferent to staff sexual misconduct and invasion of female inmate privacy. ADC agreed to a settlement of the lawsuit that required modification of its policies, training, and background investigations for employees working with female inmates. However, nothing in the settlement can be construed as an admission that ADC violated the constitutional rights of any female
- Lastly, in getting us to a new century the Information Technology Services Bureau skyrocketed from a poor grade to a 100 percent Y2K compliance by GITA.

Thanks to your dedication and hard work, the reputation of the Arizona Department of Corrections is second to none. This reputation has been hard earned and is a direct reflection of the caliber of employees we have working for our agency.

However you celebrate the holidays, I hope it is a time of happiness for you and your family.

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Training is the Key

International Award Presented to Training Staff



Cynthia Spafford and Mary O'Connor receive the Innovative Approaches Award of Excellence from IACTP President Royce Hudson,

The Staff Development and Training Bureau is proud to announce the accomplishments of Training Supervisor Mary O'Connor and Training Officer Cynthia Spafford of ASPC-Safford. The International Association of Correctional Training Personnel (IACTP) awarded Mary and Cynthia the Innovative Award of Excellence for the design of the First Aid and Basic Life Support (FABLS) Statewide Training Program. The award was presented at the IACTP Conference in Baltimore, Maryland held November 7-10.

The FABLS Program teaches a chain of survival which prioritizes actions. Courses provided by American Heart Association, Red Cross, etc., deal specifically with care and do not address the security issues faced by correctional employees. This program focuses on corrections issues and incorporates assessment, the Incident Management System, securing the scene, the primary survey, injuries and illnesses and the medical notification process.

SDTB Staff Play Games at IACTP Conference

Curriculum Supervisor Eva Reynolds Martony and Training Supervisor Mary O'Connor presented a seminar at the IACTP Conference entitled, Do you Want to Play a Game? The session introduced more than 50 attendees to creative approaches in course design and delivery for a variety of correctional topics. Simulations, games, and experiential activities were demonstrated and the participants had a great time. Following the seminar many participants requested copies of SDTB courses which incorporate these techniques.

IACTP Board of Directors Member

Training Officer I Anita Beverly of ASPC-Yuma has recently been appointed to the International Association of Correctional Training Personnel Board of Directors as the Region Seven representative. She will represent correctional trainers from Arizona, New Mexico, Colorado and Utah.



Eva Reynolds Martony and Mary O'Connor present a seminar on facilitating games and activities at the Conference

COIII Academy Instructors are Ready

The Staff Development and Training Bureau would like to congratulate and recognize the following employees from across the state who attended the TFT for the COIII Training Academy: Jim Burns and Mike Frost, ASPC-Douglas; Jennifer Romweber, Connie Rich, Sean Carnegie, Marlene Coffey, ASPC-Eyman; Darrine Hays, David Turyan, Ruben Montano, ASPC-Florence; Meegan Muse, Lupita Del

Rio, ASPC-Lewis; Mike Backes, Regina O'Brien, ASPC-Perryville; Fred Borresen, ASPC-Phoenix; Vivian Baltierra, ASPC-Safford; Donna Torborg, Lori Lieder, ASPC-Tucson; Kimberly Currier, Jim Cecil, ASPC-Winslow; and Gerri Cocuzzo, ASPC-Yuma. SDTB appreciates all your hard work and commitment to the program.

1999 National Police Canine Association Conference Hosted By ADC



Officer Matt Markley and his Service Dog prepare for the next exercise.

During November, the Arizona Department of Corrections hosted the 1999 National Police Canine Association (NPCA) Annual Service Dog Team Working Conference in Tucson. Director Terry L. Stewart opened the Conference at the Correction Officer Training Academy auditorium by addressing an audience of more than 80 attendees.

The Director expressed his support of the NPCA's national goals that include National Certification Standards and Nationally Recognized Training.

Service dog teams from across the nation including California, Colorado, Florida, Kentucky, Louisiana, and a strong representation from Arizona participated in the six-day Conference. In

addition, the Conference hosted various team competitions providing an outlet for the handlers and service dogs to showcase their one-of-a-kind skills.

The Conference also sponsored a twoday *Tucson Area Police K-9 Trial* held at Reid Park with approximately 60 Teams from California and Arizona participating. The team event was organized by the Tucson Police Department, Pima County Sheriff's Department, Tohono O Odham Police Department, and the Davis Monthan 355th Security Police Squadron. The service dog teams demonstrated their proficiency at performing building search, area search, handler protection, agility, tactical obedience, and narcotic/explosive detection. Trophies were awarded for Grand Champion, Top Agency, Top Detection Agency and Cheif'Award. Of the competing teams, the Arizona Department of Corrections received the following recognition:

Narcotic Detection

1st Place, **John Hedges**, ASPC Safford 2nd Place, **Matt Markley**, ASPC Eyman 3rd Place, **Robert Machaud**, ASPC Douglas 7th Place, **John Aitchinson**, ASPC Tucson 9th Place, **Rebecca Infante**. ASPC Phoenix

Top Agency Narcotics

2ND Place, AZ Dept. of Corrections

Agility Obstacle Competition

4th Place, Matt Markley, ASPC Eyman

Handler Protection

1st Place, Matt Markley, ASPC Eyman

Top Service Dog Trophy

ADC Service Dog "Timber" and Matt Markley from ASPC-Eyman.



ASPC-Eyman Officer Matt Markley and Service Dog Timber make a winning team. Here they are pictured with trophies they won during the competition including the overall "Top Service Dog Trophy."

Anonymous Letters

Periodically, anonymous letters are received in the Director's office from staff seeking resolution

to issues or concerns. Department management cannot stress strongly enough

the following:

- It is important that your concerns are addressed.
- You need to have enough confidence in the Director, Deputy Directors and

management staff to come forth with your issues so that your concerns can be dealt with in a professional and timely manner. General allegations of wrong doing that lack enough information do not enable anyone to investigate or to take the type of corrective action if warranted.

As professionals, we have the need to continually strive to make this Department the best place to work. You can assist in this effort by keeping agency management informed of those events and staff who do not share this vision.

Partnering Into the Future





The IT Help Desk is getting ready for the new year. We are hard at work verifying everyone's computer is Y2K compliant. Remember, if you still are using Corel Suite 7 you need to call us. We will upgrade your computer to Corel Suite 8.

Is anyone having problems contacting us? Our e-mail has changed from ITSB



HelpDesk to HelpDeskwithinthe GroupWise Address Book. As always our phone number is (602) 542-3971.

We are interested in knowing how we are doing. Please feel free to e-mail us with your opinions at HelpDesk.

Poetry in Y2K Motion

So long Ago a task we began
For Year 2000 we made a plan
Programs converted to hold a new date
While daily needs we tried to sate.
Customers and technicians working
side -by-side

In partnership striving to turn the tide. As we near the end of turning old into new. A team we've formed with partnering as the glue.

Nearly done and yet just the beginning We forged a team that keeps on winning! by Tex



T i m e
Synchronization on
ADC LAN/WAN is
now being provided
by the Atomic Clock
at the National
Institute of
Standards and
Technology in

Boulder Colorado. This includes the six Central Office sites, ASPC-Perryville and ASPC-Lewis.

Normally, all servers and workstations attached to a network receive time from a single server called a Single or Reference Server. This server serves time to all other servers (Secondary Servers) on the network based on it's own internal clock. Secondary Servers provide time to the workstations. Using the atomic clock to synchronize time, all servers and workstations internal clocks are bypassed as a time source.

What this means is that all time being provided on the network is synchronized with the Atomic Clock. When logged on the network the time displayed in the lower right hand corner of the Windows 95 desktop is the time provided by the Atomic Clock.

Did you know?... There is a way to shut off the automatic outlines in Corel Word Perfect. In the menu bar, go to <u>Tools</u> and

select QuickCorrect. Uncheck the Quick Bullets options.

Did you know?... Everyone is always looking for good clipart! There is a site on the Internet that offers thousands of free clipart. The address is www.aaaclipart.com.

This year, Information Technology employees demonstrated what the word generosity means by contributing almost \$4,500 to the State Employees Charitable Campaign. In addition, employee

participation was a l m o s t 100 percent including one Supergiver, **Steve Uren**, who contibuted one



hour of pay per pay period. Thank you for all showing where the \mathbf{IT} comes from in generos \mathbf{IT} y.

Y2K GITA Report

We reported 100 percent complete for all items in all categories to GITA in its Y2K Report Card. Considering that ADC started at the bottom of the scale when the report card first began this is a noteworthy

report card first began this is a noteworthy accomplishment.

RUSH Provides Tour for Flagstaff Academy

By Lt. Hadden, ASPC-Winslow

During November, employees of the Winslow Recruitment Unit for Selection and Hiring (RUSH) conducted a tour of the institution for the Flagstaff Citizens Police Academy.

The group consisted of 21 individuals from the Flagstaff area including business and civic leaders, and concerned citizens interested in learning more about law enforcement in their community. The

academy is hosted by the Flagstaff Police Department through their Community Relations Division. Sgt. Jerry Blair and Officer Mike Pratt of the Flagstaff Police Community Relations Division accompanied the group and provided all the prerequisite background information.

The tour was scheduled to run for two hours, but it ran later due to the enthusiastic nature of the group. Each member of the

group asked a variety of questions and offered us a lot of positive feedback about what they observed. Sgt. Blair has requested to have the prison tour included as permanent component of the academy which is offered twice a year. Learning about the corrections field is an essential part of the law enforcement process and public is well served by showing interdepartmental relationships.

Marketing of the Department "Pillar" or Marketing ADC

By Assistant Director Meg Savage

In the summer of 1997 during an Extended Executive Staff retreat, several "Pillar" groups, staffed by selected individuals within the Department, were established. One such Pillar group was assigned the task of reviewing how the Department is marketed.

Corrections is a business that tends to prosper without the attention given many of the more visible public agencies. Historically whenever media or public attention was focused on correctional activities, the event tended to be at least negative and at most catastrophic. By shunning the spotlight, however, we have suffered the misconceptions of an uninformed public.

The purpose of the pillar group now called Marketing of the Department began from the original concept that recruitment and retention were really the paramount issues for the Department. We recognized that our mission was really two fold; first to attract applicants to our ranks, and second enhancing our public image in pursuit of the ultimate goal - professional parity within the law enforcement community. With this realization came the problem of publicizing our many and varied achievements to the general public.

While this is not an easy task, upon reflection we realized that many ongoing activities actually embodied the idea of marketing, but that we hadn't really focused on capturing that information and celebrating such achievements.

For instance, did you know that. . .

- Our website has had more than 10 million visitors?
- We have awarded hundreds of Community Service Awards for staff members performing heroic and selfless deeds serving the public unrelated to their job and often only coming to light when reported by a grateful citizen?
- We recruited more than 2,400 correctional officers last year?
 Our Inter-Governmental Agreements have saved the taxpayers millions of dollars and put hundreds of inmates to work?
- Our State Employees Charitable Campaign has collected more than \$340,000 this year?
- In addition to SECC, our employees have participated in community service projects with numerous local food banks, community based domestic violence shelters, school districts, the American Cancer Society, the American Red Cross just to name a few?
- The Law Enforcement Torch Run that

benefits Arizona Special Olympics collected more than \$115,000 this year?

- We participated in scores of public speaking engagements with groups ranging from the Pearl Harbor Survivor's Association to the Association of Superior Court Judges?
- CORA distributed more than 100 car seats on behalf of the Governor's office to families who could not afford them?

All these activities represent opportunities to "market" the department through our positive interaction with the public and other agencies. Every day, somewhere in the agency, we are promoting the mission of the Department and bringing our message to people who have never thought about how the Department makes their lives safer.

The purpose of this pillar is to promote, encourage and publicize these activities in order to make the Department more visible as the vital public safety entity it continues to be for the citizens of Arizona.

Suggestions about activities that need to be recognized, or ideas on how we can better market the Department can be forwarded to the pillar in care of Assistant Director Meg Savage of Human Resources/Development.

North Carolina Department of Corrections Needs our Help

By Warden Charles Flanagan

Hurricane Floyd was a devastating natural disaster. North Carolina was hit particularly hard. The North Carolina Department of Corrections has advised us that there more than 350 prison employees who lost their homes, cars, or suffered property losses.

During the storm, these fellow correctional professionals stayed on the job evacuating prisons, conducting emergency transports of more than 3,000 inmates, protecting communities from

looters and preserving the safety of the public.

I would like to appeal to the many caring ADC employees to consider donating to the *North Carolina Hurricane Floyd Disaster Relief Fund* in the name of our fellow correctional professionals. Checks or money orders can be made payable to the above named fund and may be mailed to the Office of the Governor, N.C., 20301 Mail Services Center, Raleigh, N.C. 27699-0301.

Arizona Department of Corrections Employees Virginia Strankman and Sandra Walker were recently presented a "Special Recognition" awardfortheir participation ontheArizona SpecialOlympics Law Enforcement Torch Run Advisorv



Council. The employees received their award at the 1999 Leadership Conference held in Chandler.

New Correctional Officers Appointed to Address Substance Abuse

By Gail Rittenhouse

The Inmate Programs' Office of Substance Abuse Services is pleased to announce the appointment of two new Correctional Addictions Officers (CAO) at ASPC-Florence and ASPC-Tucson. Colleen Fitzpatrick, a certified substance abuse counselor, joined the Department in September having worked previously at the Arizona State Prison-Florence West. Recently, she has begun her new duties after completing the Correctional Officer Training Academy in November. Washington, who has served for several years as a Correctional Officer III, has accepted the Correctional Addictions Officer position as ASPC-Tucson. Over the next year, Ron will be studying and taking the examination for certification as a substance abuse counselor by the Arizona Board of Behavioral Health Examiners.

Colleen and Ron have joined the existing team of Correctional Addictions Officers and Supervisors:

Northern Region: **Bert Ruby**, Supervisor; **Willard Barlow**, CAO, ASPC-PV; **Colleen Fitzpatrick**, CAO, ASPC-F; **Norm Green**, CAO, ASPC-W; and **Mike** Koenig, CAO, ASPC-PX.

Southern Region: **Tom Litwicki**, Supervisor; **Bruce Gregory**, CAO, ASPC-S; **Duane Leininger**, CAO, ASPC-L; **Tom Paplawsky**, CAO, ASPC-D; and **Ron Washington**, CAO, ASPC-T.

Openings for Correctional Addictions Officers still exist at ASPC-Yuma and ASPC-Eyman. Additionally a grantfunded Sex Offender/Substance Abuse Treatment Unit has been approved for ASPC-Eyman, which includes a supervisor (CO IV) position and two CAO (CO III) positions. Recruitment for the CO IV position has begun and an appointment should be announced in the near future. An Open Continuous announcement has been posted for the four remaining CAO positions at ASPC-Yuma, ASPC-Eyman, and the ASPC-Eyman Sex Offender/Substance Abuse Unit (2).

Employees with a background in substance abuse counseling who are interested in a career as a professional correctional substance abuse counselor are encouraged to contact the ADC Staffing Unit at (602)542-5609 and apply for these positions.



Collen Fitzpatrick



Ron Washington

Striving for Excellence

by Jane Russell and Brenda Young

The Arizona Correctional Telemedicine Program has been honored by receiving the distinguished Governor s*SpiritofExcellence* Award for 1999. The Arizona Department of Corrections has employed the use of telecommunications technology when providing constitutionally mandated health care to the ADC inmate population. This quality program is operated through the Arizona Telemedicine Program, at the University of Arizona, College of Medicine.

The program was formally established in 1996 through support of the Arizona State Legislature, and some federal funding. The Arizona Department of Corrections joined with the University in 1997 to plan the expansion of Telemedicine components to all prison sites. Since then, ADC has applied the technology to provide medical services in ENT, dermatology, Orthopedics, Cardiology, dental and Psychiatric consultations. The first sites (ASPC-Yuma and Central Office), began in December 1997. During 2000, the Department hopes to expand the technological capability to ADC complexes at Lewis, Florence, Eyman, Douglas, and Safford.

The Correctional Telemedicine program in utilizing this sophisticated alternative

process, has achieved significant results including improved health care delivery, reduction of off-site inmate transport, containment of health care costs, and improved communications, recruitment, and training of staff.

The success and continued advancement of the telemedicine program has been very positive for all staff within ADC. Congratulations to the following team members. Dr. **Thomas Lutz** DO, Deputy director IHSD, **Bart Raga, Debbie Pangborn** RN, **Joseph Scalzo** DDS, **Melissa Sheridan** LPN, **Darrel Sheetz** DO, and **Glenda Seward** RN.

From the Mailbag

Parole Manager Nancy Schoemig

Thank you so much for sending **Joyce Wallace** and **Eddie Robinson** for the presentation to our Pre-Release group. We were sorry that you weren't able to attend, but the information Joyce and Eddie afforded the women here was excellent, and they were a joy.

Nancy, the women **really** benefit by being able to talk to individuals like those that will be their parole officers upon release. They always have so many questions ~ and so appreciate getting them answered. Thanks so much for your help in emergency release placements here of late, too!

Gayle R. Hamilton, CO III Programs Coordinator ASPC-Perryville

Director Terry L. Stewart

I am writing to commend several members of your staff who provided invaluable assistance to the Maricopa County Sheriff's Office regarding the release of sexually violent persons.

Our Office was recently involved in preparing the necessary paperwork to refer such a person to the County Attorney. As this was our first incident of this nature, we drew upon the expertise of your staff within the Criminal Justice Support Bureau. Their willingness to assist and the wealth of knowledge they shared proved invaluable.

Please pass along my gratitude to Ms. Nancy Hughes, Mr. Ken Marion, Ms. Betty Lafko, and Ms. Michelle Gutierrez for the courtesy each of them extended and for their assistance. If I can ever be of assistance to you, please feel free to call upon me.

Joseph M. Arpaio Maricopa County Sheriff's Office



Parole Supervisor Dennis Hunt

Most often, employees engaged in civil service positions do not receive the recognition they deserve for their dedicated performance of routine and bureaucratic duties. The purpose of this correspondence is to call your attention to three such employees who are apparently subordinate to you... Mr. John Harrison, Mr. Terry Gunter, and Ms. Nannette Taylor.

Several years ago, the Pinal County Superior Court established a Judicial Collections Program expressly to track and collect fines, restitution, and other fees ordered by the court. Early in the program it was recognized that persons being released from Department of Corrections confinement and owing monies to Pinal County, were not contacting the court after release. Discussions with the named Parole Officers resulted in their instruction to the newly released persons to make this vital court contact, and then following-up to ensure that contact is made. The direct result of the efforts of Mr. Harrison, Mr. Gunter and Ms. Taylor has been the collection of thousands of dollars which previously would not have been collected. The tax payers of Pinal County have greatly benefitted as a result.

I would like to take this opportunity to formally thank Mr. Harrison, Mr. Gunter and Ms. Taylor for their combined and continuous efforts on behalf of the Pinal County Superior Court. It is largely due to their efforts that the Judicial Collections Program has achieved the level of success currently enjoyed.

Alma Jennings Haught Clerk of the Pinal County Superior Court

Director Terry L. Stewart

The Learning Corner Project completed its fourth year. Thus far the project has awarded 225 bookcases and 2,500 books to the students at Mountain Vista School. Additionally, pencils, crayons, writing paper, and rulers have accompanied each bookcase. To personalize the bookcase a name plate was crafted for each child.

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We firmly believe that the Learning Corner project does indeed stimulate the children to read and to view reading as an integral and natural aspect of their lives. The North Unit inmates have constructed the bookcases for the project. Without the cooperation of officials such as Mr. **Ken Abbey**, Mr. **Noraine**, Mr. **Dennis Short**, and Warden **Rich**, we would probably not have this project in operation.

The Learning center partners thank you for your contribution to the success of this project. The expressions on the faces of the children when they see their bookcases and books vividly convey the worthiness of the Learning Corner Project.

We have expressed the following words before; nonetheless, they still embody our sentiments: A gift at times results in exquisite joy to both the giver as well as the receiver. We believe that Learning Corner Project does manifest this level of joy- - -in essence, a connection is born between the giver and the receiver- - -an adult with a child. This is the core essence of the project.

Director Stewart, thank you for you supporting this project.

The Learning Corner Project

